

Growth in the El Paso service industry is due to the growth of back office and call center operations. Seven out of the top ten business employers in El Paso are call centers. Some of the larger call centers include Echostar, MCI, Providian, Brylane, Telerx, Southwestern Bell, and State Farm. Collectively, the 14 largest call centers employ more than 10,000 workers in El Paso. Call center and back office operations typically include fundraising, collections, help desks, reservation centers, outsourcing services, catalog retailing, financial operations, information retrieval services, medical records processing, telemarketing, and check processing. El Paso has several advantages to offer companies in these sectors. The city's bilingual labor force offers an extensive knowledge of the Hispanic service market. Geographically, El Paso's location offers close proximity to Latin America as well as a time zone that allows companies the freedom to reach a broad market. Finally, El Paso's state-of-the-art telecommunications infrastructure, featuring cable on line service, international toll-free, and high speed data transaction processing provides an additional competitive edge.

Some Area Call Centers

	Projected Number of Call Center Employees	Description
AT&T	414	Inbound
Brylane	721	Inbound
Texas Workforce Commission	98	Inbound
Dial America	160	Inbound
EchoStar	2,012	Inbound
MCI/GC Services	1,790	Inbound
National Processing Co.	65	Inbound
NSDI	200	Outbound
Providian	1,010	Inbound
Southwestern Bell	738	Inbound
Southwestern Bell (Second Call Center)	500	Inbound
State Farm	481	Inbound
Telerx	161	Inbound
West Telemarketing	1,500	Outbound
Total	9,850	

Source: City of El Paso, Department of Economic Development, 2003

